

Applicant: Robert T. EITEL, et al.  
Title: Agent Desktop Management System with Agent Training  
WELSH & KATZ, LTD., Phone: (312) 655-1500  
Attorney Docket No. 6065-82368, Sheet 1 of 2

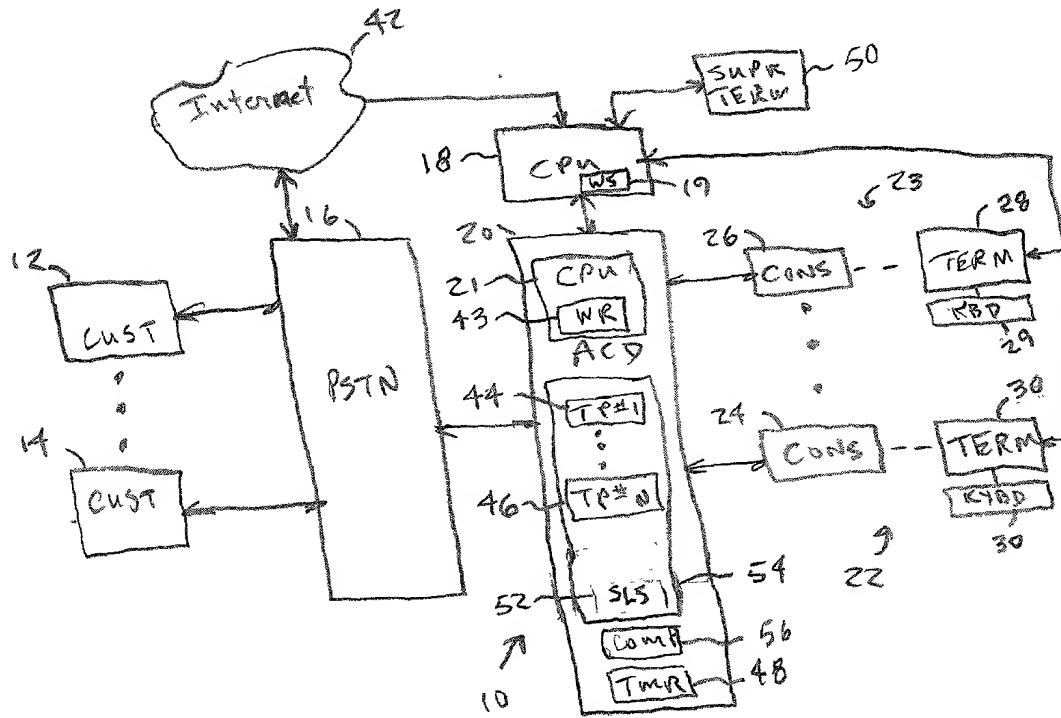


FIG. 1

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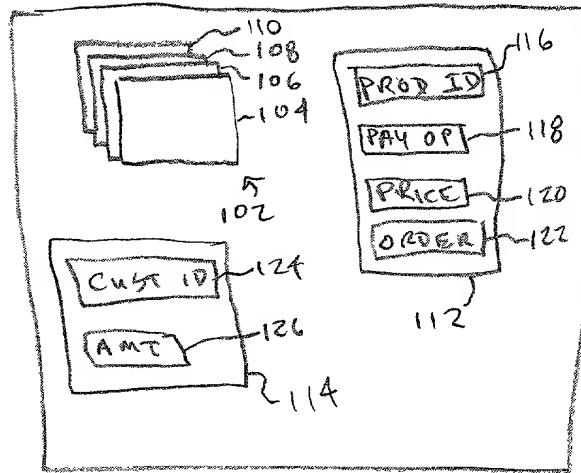


FIG. 2